

Leamanczyk, Lauren

From: Leamanczyk, Lauren
Sent: Wednesday, October 16, 2019 2:21 PM
To: Leamanczyk, Lauren
Subject: FW: Letter from DVS Director Corrie
Attachments: image003.emz; image001.emz

From: Lacina, Dustin (DPS) <dustin.lacina@state.mn.us>
Sent: Wednesday, October 16, 2019 1:48 PM
Subject: Letter from DVS Director Corrie

MINNESOTA DEPARTMENT OF PUBLIC SAFETY

Driver and Vehicle Services

445 Minnesota Street • Saint Paul, Minnesota 55101-5176
Phone: 651.297.3298 • Fax: 651.296.5316 • TTY: 651.282.6555
dvs.dps.mn.gov

October 16, 2019

Dear Driver Education Programs:

To keep you informed about several issues that may impact your business, I want to provide an update on the work and actions of the Minnesota Department of Public Safety Driver and Vehicle Services (DVS) division.

DVS is working closely with Minnesota Management and Budget's Management Analysis and Development (MAD) team as they study the effectiveness of standing appointments for road tests at the Arden Hills, Eagan and Plymouth exam stations. We expect to receive the results of their study before the end of the year, at which time we will decide whether to continue the practice of standing appointments.

In the meantime, we are committed to improving road test availability for all Minnesotans. In late August, we implemented several improvements to the exam scheduling system:

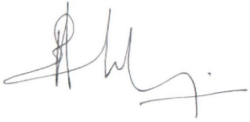
- A "find first" function that allows a customer to find the first available appointment for which they are eligible at a specific exam station or by region.
- An automated process that cancels future scheduled appointments for customers who pass the road test prior to the scheduled appointment date. This reduces the number of "no-show" appointments, freeing up the appointment spots for other customers. Since implementation, the new process has freed up over 300 road test appointments for use by other customers. Every year, approximately 26,000 appointments go unused because of "no-shows."

As a way to increase testing capacity in the metro area, DVS is working to extend exam station hours in order to increase the number of appointments available to our customers.

DVS is also working to determine the location of a new exam station following recent legislation that allocated funding for the project. The new station will include seven examiners and three customer service representatives, in addition to a station supervisor. We are currently gathering information to determine the location.

We appreciate your partnership and commit to keeping you informed as the independent study on standing appointments progresses.

Sincerely,

A handwritten signature in black ink, appearing to read 'Emma Corrie', with a stylized flourish at the end.

Emma Corrie

Director, Driver & Vehicle Services